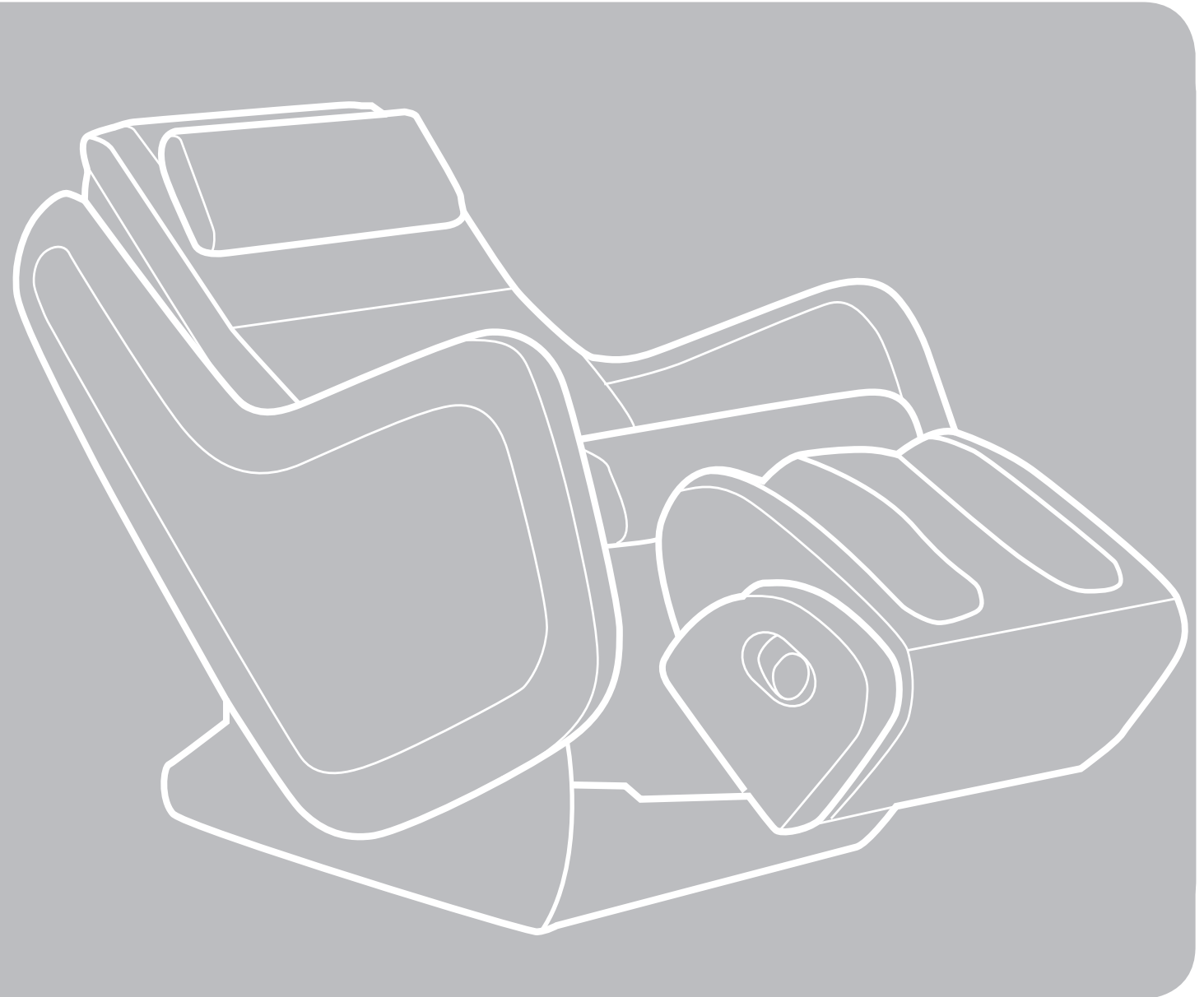


troubleshooting guide

# zeroG<sup>TM</sup> 4.0

Immersion Seating<sup>TM</sup>



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# ZeroG 4.0 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of ZeroG 4.0 customer problems. It is important to follow these steps carefully, to ensure that the problem is diagnosed correctly, and therefore the appropriate repair action is taken.

## Getting Started

1. Turn the power switch on the back of the chair base to Off, wait approximately five seconds, then turn it back On.
2. Verify that the backrest massage mechanism and the foot and calf massager paddles move when you power on the chair. If they do not, see ["Power" on page 2](#).
3. Wait 30 seconds while a system check is performed, then verify that the problem still exists.
4. If the problem still exists, choose from the following issues:

To Troubleshoot This Issue:	Do the following:
My remote control is not working properly	Replace the remote.
My backrest is not massaging properly	Replace the massage mechanism.
My backrest won't recline/incline	Make sure you are pressing and holding the up or down arrow for at least five seconds; it can take several seconds to activate. If this does not resolve the issue, replace the backrest actuator. If that does not solve the problem, replace the chair.
My foot and calf massager is not massaging properly	Replace the foot-and-calf massager.

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To Troubleshoot This Issue:	Do the following:
My foot and calf massager won't raise/lower	Replace the footrest actuator.
My seat massage is not working	Replace the chair.
There are greasy spots on the upholstery.	Lightly dampen a cloth with Pledge or other similar furniture cleaner and wipe the area to remove the spot.

## Power

### Step 1: Check the power cord

1. Verify that the power cord connection to the chair's power panel is secure and that the cord is not damaged.
2. If the power cord is damaged, replace the power panel.

### Step 2: Check the wall outlet

1. Plug a different device into the AC outlet into which the chair is plugged.
2. If the device does not work (is not receiving power), the AC outlet is most likely not working. Plug the chair into a different AC outlet to verify that it receives power.

### Step 3: If the chair is still not receiving power, replace the main PCB

If this still does not solve the problem, replace the chair.



**Human Touch, LLC**  
3030 Walnut Ave.  
Long Beach, CA 90807  
[humantouch.com](http://humantouch.com)